



**Rock Enroll** is available 24 hours a day from the convenience of your home or office. Currently the following programs are not available for telephone and online registration: Childcare, Adult Sports and Senior Center Trips.

**Please note:** Discounts such as coupons, gift certificates, Youth Recreation Fund or Senior Assistance Fund cannot be used as payment for telephone and online registrations.



## How to **Rock Enroll** by Telephone

Call **301-762-4284** to access the Rock Enroll telephone registration system.

Listen carefully to the menu items and follow the instructions. First, you will be asked to enter your **Individual ID Number**, then press the pound key <#>. Next you will enter your **Family Account Number**, followed again by the pound key <#>. The system will inform you if you have an existing family account balance owed to Rockville Recreation and Parks. *You must pay this balance, along with any new fees for courses in which you are registering, before you hang up or your registrations will NOT be processed.*

To register for a course, press <1>. You will be asked to enter the Individual ID number of the person you want to register, then the pound key <#>.

Enter the **course number** from the current Recreation Guide, then press <#>. The system will confirm the availability of each course selected and ask you to register or select an alternative.

When you have completed registering for all the programs you want, hit the star key <\*>. The system will check your account balance or fees owed, if any.

If any of your selected programs have fees, or you have a balance owed on your account, proceed to make a payment. The system will take one payment for your entire balance, including the programs for which you just registered. Enter your Visa or MasterCard credit card number, then press <#>. Next enter the four digit expiration date (mm/yy), then press <#>, to finish your payment.

To confirm your registration at a later time, please call 301-762-4284 and follow the prompts. Rock Enroll is available 24 hours a day, 7 days a week.



## How to **Rock Enroll** Online

Log on to [www.rockvillemd.gov](http://www.rockvillemd.gov) and then click on:



If you need instructions to use Rock Enroll, read the **Start** page. If you want to register in a course, click the green **Activities** tab at the top of the page. If you want to view our facilities, click on the **Facilities** tab. To log in and check your registrations, click on the **My Basket** tab. To see your accounting transactions, click on the **My Account** tab. For answers to frequently asked questions, click on the **Help Desk** tab.

**NOTE:** You **MUST** proceed to the checkout or your registration will **NOT** be processed.

### *Problems?*

If you experience difficulties using either system, please e-mail [RockEnroll@rockvillemd.gov](mailto:RockEnroll@rockvillemd.gov) or call our Registration Desk at 240-314-8620 between the hours of 8:30 a.m. and 5:00 p.m. for assistance.

### *Have all your information ready. You will need:*

- ☒ Family Account Number
- ☒ Individual ID Number(s) of the family members you want to register
- ☒ Course Numbers (this information is available in the current Recreation Guide)
- ☒ MasterCard or Visa number and expiration date

### Telephone Shortcuts:



- |                |   |
|----------------|---|
| <b>Press 1</b> | to register in a course   |
| <b>Press 2</b> | to check your account balance                                     |
| <b>Press 3</b> | to make a credit card payment                                     |
| <b>Press 4</b> | to check the courses in which your family members have registered |
| <b>Press 5</b> | to hear a summary of the transactions you have just completed     |
| <b>Press 8</b> | to repeat the Main Menu   |
| <b>Press 9</b> | to Exit   |